

November 2004

REPORT OF COMPLAINTS

Received by the Utah Division of Public Utilities

For the Utah Public Service Commission

Please note that this is NOT a count of ALL complaints. It is the count of those complaints which were not handled within the companies and escalated to the Public Service Commission for handling.

Complaint Categories	PacifiCorp		Questar Gas		Qwest		Comcast		All Others		State Totals	
	# this mon	% Diff frm Avg of prev 12 mos	# this mon	% Diff frm Avg of prev 12 mos	# this mon	% Diff frm Avg of prev 12 mos	# this mon	% Diff frm Avg of prev 12 mos	# this mon	% Diff frm Avg of prev 12 mos	# this mon	% Diff frm Avg of prev 12 mos
Additional Charges	1	-14%	5	400%	5	5%	1	20%	9	-23%	21	8%
Billing Problems***	2	14%	1	-68%	10	21%	0	-100%	5	-60%	18	-32%
Collections	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Cramming	0	0%	0	0%	1	71%	0	0%	2	200%	3	140%
Customer Service	1	-63%	1	-25%	3	-60%	1	0%	2	-58%	8	-54%
Customer Guarantees	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Deposit	0	-100%	0	-100%	0	-100%	0	0%	0	-100%	0	-100%
Estimated Bill	0	-100%	1	33%	0	0%	0	0%	0	0%	1	0%
High Bill	0	-100%	3	80%	0	-100%	0	-100%	0	-100%	3	-28%
Initial Service	1	71%	0	-100%	1	-69%	0	-100%	2	-35%	4	-47%
Inquiry **	22	19%	12	12%	6	57%	0	-100%	2	-25%	42	15%
Line Extension	1	140%	0	-100%	0	0%	0	0%	0	0%	1	33%
Meter Problems/Reads	1	20%	0	-100%	0	0%	0	0%	0	-100%	1	-40%
Non-Regulated **	1	140%	0	-100%	1	-8%	0	-100%	0	-100%	2	9%
Operations Other	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Outage	5	-78%	0	0%	0	-100%	0	-100%	0	-100%	5	-78%
Personnel issue	0	-100%	0	0%	0	-100%	0	0%	0	0%	0	-100%
Rate Increases	0	-100%	2	300%	0	-100%	0	0%	0	-100%	2	-23%
Rate & Tariff	2	200%	0	-100%	0	-100%	0	-100%	0	-100%	2	20%
Repair	0	-100%	0	0%	4	71%	0	-100%	8	638%	12	129%
Shut Off or Notices	2	-35%	1	-74%	4	-23%	1	100%	2	-4%	10	-32%
Slamming	0	0%	0	0%	1	9%	0	-100%	69	249%	70	237%
Tree Trim	0	-100%	0	0%	0	-100%	0	0%	0	0%	0	-100%
Voltage	0	-100%	0	0%	0	0%	0	0%	0	0%	0	-100%
TOTAL COMPLAINTS	16	-59%	14	-3%	29	-15%	3	-40%	99	73%	161	7%

* These "non-complaint" categories are excluded from the Total Complaints

#	Year
This Mon.	To Date
543	8078

Other contacts not included above:

Click Back to return to the Monthly Complaint Report Title Page and view other pages of this report.